GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1899
ANSWERED ON:14.03.2002
PERMISSION TO TRAVEL AGENTS FOR SALE OF RAIL TICKETS
BRAJ MOHAN RAM

Will the Minister of RAILWAYS be pleased to state:

(a) whether there is any proposal to grant permission to travel agents for the sale of rail tickets under several Railway Divisions, State-wise including Dhanbad Railway Division of Jharkhand;

(b) if so, whether any panel of such travel agents has been prepared;

(c) if so, the criteria laid down for the selection of such travel agents; and

(d) the reasons for not appointing travel agents in Daltenganj and Gadwa under the said Division?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI O.RAJAGOPAL)

(a) to (d): Rail Travellers` Service Agents (RTSAs) are appointed to purchase tickets on behalf of passengers by standing in queue like a normal passenger. They are not authorized to sell tickets. Appointment of RTSA is a continuous process. For appointing RTSAs at a particular location, norms have been laid down by Ministry of Railways relating it to the reservation work load being handled at that location. Based on these norms, RTSAs are appointed at any location. The number of transactions dealt with at Daltonganj and Gadwa does not justify appointment of RTSAs at these locations at present.